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OIT-10232-87

OIT/TRIS

2 2 MAY 1987 LOGGED

MEMORANDUM FOR: Director of Information Resources, DI

FROM: Edward J. Maloney
                   Director of Information Technology, DA

25X1

SUBJECT: Request for Personal Computer Maintenance Support

REFERENCE: A.   Your Memo, dtd 17 Dec 86, Same Subject

                   B.   OIT Version 8d Policy, OIT Supported Workstations,
                        dtd 9 Jun 86

1.   In response to Reference A, the Office of Information Technology (OIT)
is pleased to offer the Directorate of Intelligence a program of Personal
Computer (PC) maintenance support that we believe meets the vast majority of
DI requirements. Our goal is to provide PC maintenance procedures that
25X1   balance the needs for cost effectiveness, security, and efficiency.

2.   OIT has established three equipment families for DI support:

    a.   OIT interim standard supported workstations (IBM 3270 PC/AT
and associated equipment defined in Reference B.)

    b.   IBM 3270 PC/AT with fixed hard disk. (Note: the OIT standard
is a removable hard disk.)

    c.   IBM and Compaq models other than those listed in families
25X1   A and B that currently exist within the OIR inventory.

3.   OIT will support all PCs in the above families. We will provide
maintenance support for all OIT standard 3270 PC/AT (family "A") systems at no
charge, and for families "B" and "C" equipment at no charge for the remainder
of FY 1987. All equipment in family "B" will be supported for an annual cost
of $300 per system per year beginning in FY 1988. OIT will provide
maintenance support for all family "C" equipment at a cost of $500 per year
per device, also beginning in FY 1988. All other Office of Information
Resources (OIR) inventoried items not covered above will need to be supported
by OIR. The above equipment families are based on the OIR provided
inventory. Prior to the beginning of FY 1988, OIT and OIR will jointly
project 1988 inventory levels and agree on a FY 1988 maintenance bill for
families "B and "C". We ask that you transfer the necessary funds to OIT at
25X1   the beginning of the fiscal year.

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4. Our proposed support for the DI's installed base addresses all equipment inventoried by OIR and the DI ADP Control Officers. Maintenance support will begin on approval of this Memorandum of Agreement by the DI for those items that were inventoried and in a family described above. A Consolidated Memorandum of Record (CMR) equipment transfer to OIT should also be initiated by OIR. (We require equipment under OIT maintenance to be on our CMR for configuration control purposes.) Equipment configurations will be verified over a period of time by OIT maintenance personnel. If non-OIT supported circuit boards or other peripheral equipment exist in the equipment transferred to OIT, the non-OIT standard equipment will not be supported. 25X1   Reference B describes OIT's supported configurations.

5. For configuration control and equipment integrity purposes, OIT will require that all equipment upgrades or circuit board installations be made through OIT Installations Division. These requests can be made using a Form 4158 (TRN), and an accompanying Form 88 (Requisition for Material and/or Services). All new purchases of equipment and upgrades will need to be processed through OIT Installations Division in order to be placed on the OIT 25X1   CMR and be supported by OIT maintenance.

6. While the delineated procedures and costs to support OIR's installed PC base may appear burdensome, it is important to point out that these procedures and costs are necessary to effect repairs on the possible myriad of 25X1   configurations. The Agency installed base of PCs will eventually surpass 25X1   units. We need detailed procedures and charge-back for non-standard equipment to handle this quantity of equipment. Our goal is effective, efficient and timely service. As we begin to institute these procedures, some lapses in service may occur. Please keep me and my staff informed of how well we are meeting this goal. We will make mistakes, but we will work with your 25X1   personnel to correct any problems.

7. The above pricing is based on projections of our costs and assumes that our requested budget survives the budget process reasonably intact. Adjustments may be necessary, as we gain experience. As we redefine the standard in FY 1988, it is our plan to add the new equipment to the current "no charge" category. It is our goal to provide "no charge" maintenance 25X1   throughout the lifecycle for OIT standard equipment.

8. Should you have any questions or comments regarding maintenance please 25X1   contact   Chief, Maintenance Management Services on Secure 25X1   Installation questions should be directed to   Chief, 25X1   Installations Division on

Edward J. Maloney

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CONCUR:

25X1

Director of Information Resources, DI *

19 June 87

Date

*The following revision for the family "B" equipment has been coordinated with
Customer Services Group/OIT: OIR will fund an inventory of hard disk for OIT
instead of the annual cost of $300 per system per year beginning in FY 1988.

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25X1

Distribution:
    Orig - Addressee
       1 - D/OIT
       1 - DVPA Chrono
       1 - GOG Chrono
       2 - OIT Registry

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17 DEC 1986

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MEMORANDUM FOR: Director of Information Technology, DA

STAT   FROM:

Director of Information Resources, DI

SUBJECT: Request for Personal Computer Maintenance Support

1. This memorandum requests that the Office of Information Technology provide maintenance support for personal computers (PC's) in the Directorate of Intelligence. There are 650 PC's of various makes and models currently in use throughout the Directorate. The majority of these are IBM 3270 PC/AT's with non-removable hard disks. Installation of an additional 350 PC's, largely of this same model, will take place over the next several months.

2. It is requested that maintenance support begin immediately for the OIT standard IBM 3270 AT models and as soon as possible on the IBM PC, XT, and AT models. Per conversations between OIT and OIR personnel, it is hoped that support for other makes and models will be possible within the next few months (see attachment for summary of DI PC's by model and type).

3. OIR is aware that OIT does not maintain a spare parts inventory of the non-removable hard disks, the type of disk that is predominantly used throughout the DI. With the concurrence of the Chief, Maintenance Management Services, OIT, an order for these disks has been placed by OIR and consigned to OIT for a spare parts inventory. It is also understood that any PC maintained by OIT must appear on OIT's accountable property records.

STAT   4. If additional information is needed, please contact
STAT   C/SS/PDD, on   63a

STAT

Attachment:
  As stated

CONCUR:

Director of Information Technology   Date

ADMINISTRATIVE - INTERNAL USE ONLY

REFERENCE

Page Denied

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9 June 86

OIT SUPPORTED WORKSTATIONS

BACKGROUND

The workstation configuration described below is the first of a select group of new devices for which OIT will provide full support. This workstation configuration is the only one currently recommended for connection to the Agency's new information systems network. The
STAT Executive Director, [   ] in a 13 May 1986 memorandum to Deputy Directors and Information Systems Board Members described the Agency's network strategy:

> "We have adopted a strategy that that will allow us to bridge the gap between the old system's architecture and the new technology with a minimum loss of function. The IBM 3270 PC/AT will be the Agency's ... workstation until mid-1987, when OIT will have completed development of the software necessary to permit the use of AT-compatible workstations. By September 1987, customers will be able to choose from a family of compatible PC's to meet their needs."

In the near-term, OIT is prepared to support the IBM 3270-AT configuration described below. With the implementation of the PBX in the late Fall of 1986, this device will be phased into the OIT network and will provide compatibility with most existing CAM (Conversational Access Method) applications, as well as the new 3270 protocol applications under development. By September 1987, a new workstation will be selected by competitive procurement. Components that can defer workstation procurement until this new workstation is available should do so. Advancing technology and OIT software development activity, in all likelihood, should permit the new workstation to be a fully generic AT-compatible device and ensure its availability at a highly attractive price. In addition, a select group of more specialized workstations that meet special customer requirements will be provided full OIT support.

PROCEDURES

OIT will assist customers in developing appropriate workstation configurations using equipment from the list below. OIT will further assist in placing equipment orders, surveying customer areas, installing equipment, connecting approved equipment to the Agency network when capacity is available, and maintaining the equipment. Questions on the equipment described below should be addressed to the Analysis and Survey
STAT Branch, Installation Division, ESG/OIT (ASB/ID/ESG/OIT) on [   ]
STAT [   ]

The procedures to order equipment are similar to those previously used for Delta Data equipment. Customers should submit a purchase request (Requisition for Materiel and/or Services; Form 88); a pre-numbered ADP

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Terminal Request (Form 4158); and a PC Security Plan to the Chief, Installation Division, ESG/OIT, Room GE31, HQ. (Information on the PC Security Plan is available from Chief, Audit and Education Branch, OIT, on extension

The following list of equipment is not TEMPEST approved for use in Outbuildings. A list of supported Tempest hardware will be provided later. In addition, there will be another list of supported hardware for customers who primarily have a requirement for graphics or CAD/CAM.

Customers who have already purchased hardware identical to the recommended hardware included in the list below may request that OIT provide maintenance support. Customers may also request that this identical equipment be connected to the Agency network when capacity is available. Requests for the maintenance or network connection of equipment not on the recommended list (or equipment containing subsystems, such as fixed internal disks, not on the list) will be handled on a case-by-case basis. Customers requiring maintenance only should submit a memorandum to Chief, Installation Division, ESG/OIT, Room GE31, HQ, requesting OIT maintenance support describing the equipment in detail and its location. Customers requiring network connection must have OIT maintenance support first and then may submit an ADP Terminal Request (Form 4158).

Until arrival of the new PBX this fall, customers who desire to connect to the network must purchase a Versitron box and serial adapter cable (Form 88) (see the Asynchronous Communications option below).

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BASIC UNIT

ITEM #	DESCRIPTION	PRICE	SOURCE
5273071 without hard disk	3270 PC/AT SYSTEM UNIT, 8 MHz, with 512K bytes of memory on the system board (configured as 256Kb), expanded memory adapter (1 Mb) including parallel port, 3270-PC Keyboard, one 1.2MB floppy disk drive, 3270 systems adapter, and 5272 display adapter included.	$4,436	IBM

<p style="text-align:center">OR</p>

ITEM #	DESCRIPTION	PRICE	SOURCE
5273P71 without hard disk	3270 PC/AT SYSTEM UNIT, 8 MHz, with same features as above except Enhanced PC Keyboard instead of 3270-PC Keyboard	$4,436	IBM

Note: The Enhanced PC Keyboard requires less space
than the 3270-PC keyboard and is recommended
for customers who will be using the AT primarily
as a personal computer. The 3270-PC keyboard
is recommended for customers who will be using
the AT primarily as a terminal.

ITEM #	DESCRIPTION	PRICE	SOURCE
FC 4911	EXTENDED GRAPHICS ADAPTER (XGA Card) for PC graphics, required	357	IBM
5272001	COLOR DISPLAY for 3270-AT	647	IBM
6280057	DOS 3.2 OPERATING SYSTEM (5.25 inch)	66	IBM
59X9968	3270-PC CONTROL PROGRAM VERSION 3.0 for 3270 host communications	315	IBM
6450206	1.2MB DISKETTE DRIVE for AT OR	179	IBM
6450207	360KB DISKETTE DRIVE for AT	146	IBM
6450215	SERIAL/PARALLEL ADAPTER for AT (slot required) (also see Notes 2 & 3 below)	97	IBM
--------	AC POWER STRIP	15	ANY
--------	10 HI-DENSITY FLOPPY DISKETTES FOR PC/AT	35	ANY

<p style="text-align:center">Version 8d - ADMINISTRATIVE-INTERNAL USE ONLY</p>

OPTIONS

Host Graphics Capability:

6453678 (FC5792)	PROGRAM SYMBOL SET ADAPTER (PSS Card) for host graphics (slot required) (also see Note 6 below)	520	IBM

2nd Serial Port:

6450215	SERIAL/PARALLEL ADAPTER for AT (slot required) (also see Notes 2 & 3 below)	97	IBM

Printer:

4201001	PROPRINTER	353	IBM
1525612	PRINTER CABLE (required w/ printer) (Uses one parallel port)	30	IBM
1525614	PRINTER STAND	29	IBM

Removable Cartridge Drives:

CS1010-2R	Slimline Dual 10 MB Cartridge Disk Drive (Specify 5 ft cable length)	2295	Univation
CN-10M	3-10 Megabyte Cartridges @ $100	300	Univation

Note: Dual cartridge drives are recommended for backup, security and maintenance purposes. OIT cannot repair fixed internal disks, and the presence of classified data on the media prevents us from returning fixed internal disks to the vendor.
Use of fixed internal disks is not recommended. OIT will maintain such disks on a resource available and reimbursable basis (a faulty fixed internal disk will be replaced in toto and the faulty disk will be securely destroyed.)

Color Plotter:

7372001	COLOR PLOTTER (Uses one serial port)	1,235	IBM
FC5030	PLOTTER CABLE (required w/ Plotter)	33	IBM
6450242	SERIAL ADAPTER CONNECTOR (required w/Plotter) (also see Note 8 below)	23	IBM

Mouse:

--------	MICROSOFT MOUSE - SERIAL (Uses one serial port)	125	ANY

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Math Co-Processor:

6450211   MATH CO-PROCESSOR, 80287   244   IBM
           (Used by some compute oriented PC programs)

Floor Stand:

6450218   FLOOR STANDING ENCLOSURE for PC-AT   107   IBM

Asynchronous Communications:

R42M   RS-232 to MIL-188 CONVERTER BOX   350   VERSITRON
           (Uses one serial port)
6450217   SERIAL ADAPTER CABLE   42   IBM
           (Required with Versitron Box)

Note: Until the new data network (PBX) is available to customers
      in the Headquarters Building during the fall of 1986,
      people who have Comten ports available and wish to run with
      the mainframe computers, must purchase a Versitron box.
      Software (TEFT) is available from OIT to make the PC appear as a
      Delta Data 5260 and run applications which a DD5260 supports.
      See note 5 below for more details on what is supported and
      what is not with this software.

General Notes

1. OIT will verify configurations for completeness. Assistance can be obtained from the Analysis & Survey Branch on extension 33-2331 (S) or 2-8820 (B) to configure your hardware.

2. The IBM 3270-AT has a maximum of eight slots for cards. The Basic Unit listed above uses seven of those slots. The following options use one slot each:

   a. Program Symbol Set Adapter (PSS Card) for host graphics.

   b. Removable Cartridge Drive.

   c. 2nd Serial Port

Depending upon the number of serial ports installed and the number of devices attached a switch box may be required.

3. PCs have two types of 'ports' to communicate with external devices. For example, a printer typically requires a parallel port while a mouse uses a serial port. There must be enough ports of the right kind available on your PC to support such units.

The Basic Unit listed above provides two parallel ports and one serial port. These ports may be used as follows:

   a. The mouse uses one serial port.

   b. The optional printer uses a parallel port.

   c. The optional plotter uses a serial port.

   d. The optional Asychronous Communications (Versitron box) uses a serial port.

4. Prices are subject to change at any time. Please contact Analysis & Survey Branch on extension 33-2331 (S) or 2-8820 (B) before ordering to verify you have the latest copy of this document.

5. TEFT (Terminal Emulator & File Transfer) supports most applications which a Delta Data 5260 supports. This includes AIM, SAFE Delivery 1 (very soon), and any VM application which does not use the Conversational Access Method (CAM). Applications which use CAM at the older Delta Data 5260 level may or may not work and should be tested on a case by case basis.

GIMS-II is not supported by the PC. The OCR onlines, SAFE Delivery 2, and all other VM applications which use CAM will be fully supported by the 3270-AT when the new data network (PBX) arrives in Headquarters during the fall of 1986. Applications which bypass CAM and directly program the Delta Data terminal will not work properly and will have to be changed to be compatible with the PC.

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6. A PC with the Program Symbol Set Adapter (PSS Card) will only run host graphics when connected via the new data network (PBX) as a 3270 terminal.

7. With each workstation customers will receive a floppy diskette containing documentation and security programs for file overwrite (FILE-KO), disk overwrite & format (DISK-KO), and a DES file encryption program (PC CRYPT).

8. In addition to the initial supply of pens that come with the plotter, you may wish to order pens of other colors and sizes plus transparency materials and pens.